

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

U17/NHTSA 18V-129

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler / Dodge / Jeep® / RAM / BusinessLink / Dealership.

2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment

3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U17.

IMPORTANT SAFETY RECALL

Tire Placard Label

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that certain [2018 Model Year Ram ProMaster City] vehicles equipped as a cargo van without a second row seat fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 110.S4.3 which requires a placard permanently affixed to the vehicle that includes “(a) Vehicle capacity weight expressed as ‘The combined weight of occupants and cargo should never exceed XXX kilograms or XXX pounds’; (b) Designated seated capacity (expressed in terms of total number of occupants and number of occupants for each front and rear seat location)”.

WHY DOES MY VEHICLE NEED REPAIRS?

The tire placard label on your vehicle ^[1] may indicate an incorrect total number seating capacity of five (5) rather than two (2) occupants. While the number of occupants is incorrect, the combined weight is correctly stated on the label. **However, the incorrect tire placard label may, cause customer confusion potentially leading to vehicle overloading resulting in a failed tire, which could cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

We ask that you apply the enclosed tire placard overlay label with the correct values for seating capacity by following the tire placard overlay label installation instructions included with this letter.

If you prefer not to install the overlay label yourself, simply contact your dealer to schedule a service appointment. FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, you must bring the tire placard overlay label with you to the dealer and your dealer will install the tire placard overlay label for you. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR FREE REPAIR CALL 1-800-853-1403 OR YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

Safety Recall U17- Tire Placard Label Overlay Label Installation Instructions

Required Items

- **Tire Placard Overlay Label** - included with this letter.
- **Isopropyl Alcohol or Glass Cleaner** - to clean the label application area.
- **Clean Soft Cloth** - to clean the label application area.

Overlay Label Installation Procedure

1. Open the driver's side front door and locate the tire placard label on the driver's side "B" pillar below the door latch striker as shown in (Figures 1 and 2).



Figure 1 – Driver's Side "B" Pillar

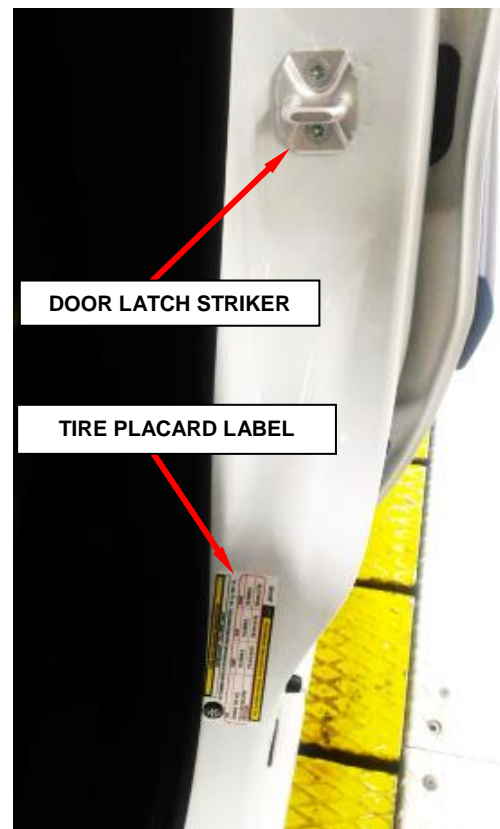


Figure 2 – Driver's Side "B" Pillar

Overlay Label Installation Procedure (Continued)

3. Clean the existing tire placard label using isopropyl alcohol or glass cleaner and a soft cloth to remove any dirt, oil residue or grease (Figure 3).



4. Remove the overlay label from its paper backing and carefully install it over the upper portion “Seating Section” of the tire placard label (Figure 4). Firmly press and smooth the overlay label to the surface of the existing tire placard label to ensure good adhesion.

Figure 3 – Clean Existing Label

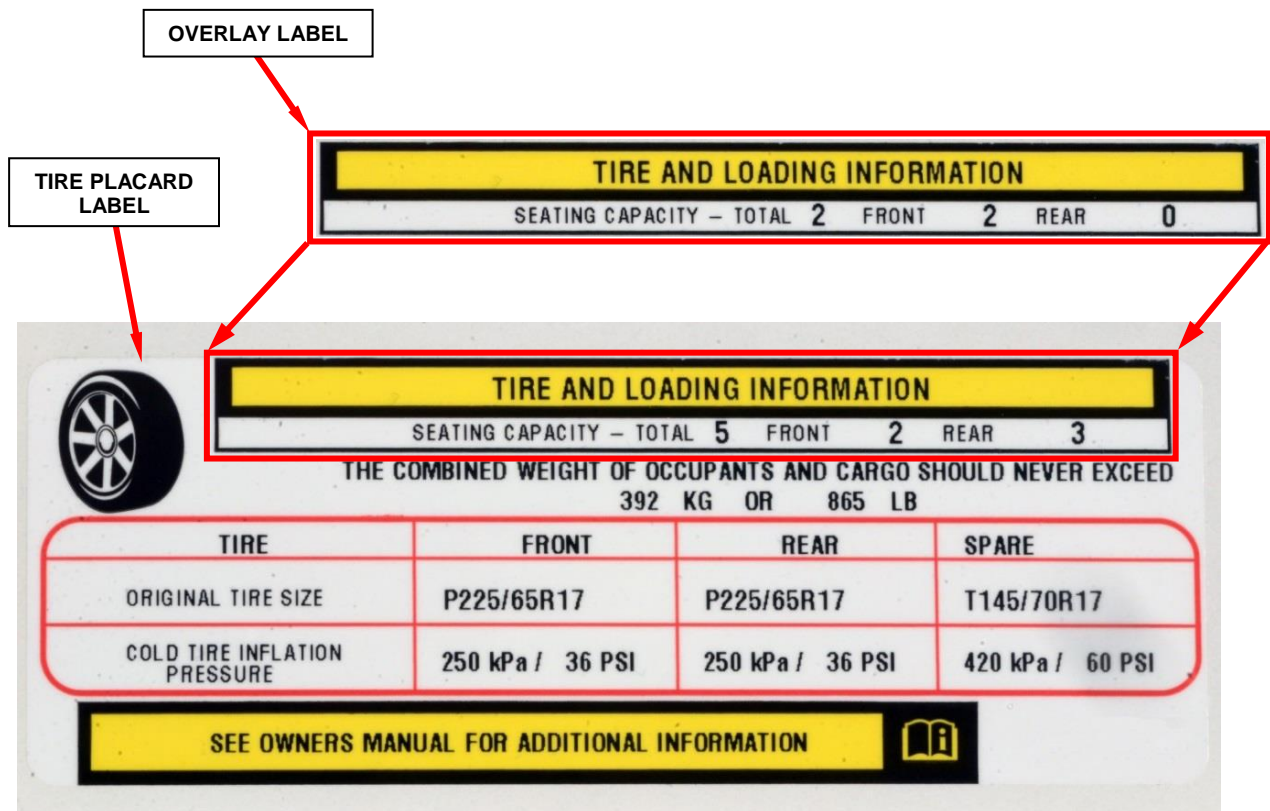


Figure 4 - Tire Placard Label and Overlay Label